

The Salvation Army
Kalamazoo, Michigan Corps
Position description

Title: Social Services Case Manager

Reports to: Social Services Director

Work Hours: Full Time/Hourly

Duties/Responsibility:

1. Interview and assess clients for eligibility determination for financial or material assistance and case management services.
2. Case Manager develops individualized case plans and provides case management services to support increased financial stability and empower clients to gain self-sufficiency.
3. Work closely with other community providers to avoid duplication of services and to maximize referral sources for clients.
4. Maintain accurate, concise case records on all clients in accordance with social service standards. Data entry should be logged within a 24 hour period after the case is closed to maintain files reasonably up to date and accessible for other case managers. Documents all contact with the client and services providers.
5. Maintain accurate client records of funding sources utilization and statistical data as required by the Social Services Director.
6. Maintain weekly report on services delivered for statistical recap.
7. Attend community agency meetings and training sessions as requested by Social Services Director.
8. Work closely with the Social Services Director on Seasonal Assistance Program to ensure delivery of services. This program includes: holiday application, Thanksgiving baskets, coat distribution, toy shop and clearing with other service providers to avoid duplication of services.
9. Accept additional assignments in client services as assigned by the Social Services Director.
10. This job description is not intended to be all-inclusive, and the employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required.

Education/Qualifications:

Bachelor's Degree in social science or related field from a four year accredited college or university required. BSW Preferred. Possess Strong interpersonal and engagement skills. Requires Strong written and oral communication skills, ability to manage and prioritize multiple time sensitive tasks simultaneously and meet deadlines. Candidate must have strong organizational and information management skills; demonstrate proficiency in MS Word, Excel, and internet usage, ability to work independently in a self-directed manner and as part of a team. This position requires ability to act effectively as a role model for financial management. Must be able to maintain and respect confidentiality, ability to work with people of all ages from diverse ethnic backgrounds.

Those interested in applying for this position should send a Cover Letter and Resumes to:

Keith_Welch@usc.salvationarmy.org